

**Virginia Social Services System**  
Strategic Plan – Goal 3 Steering Committee Meeting  
Monday, January 24, 2005  
9:30 – 11:00 AM  
Conference Room 6A  
VADSS Home Office

“Improve business productivity through effective automation”

**In attendance:** Mr. Ray Goodwin, Mr. David Mitchell, Mr. Harry Sutton, Mr. Duke Storen, Ms. Dottie Wells, Mr. Morris Campbell, Mr. Dave Mix, Ms. Debbie Secor, Mr. Dana Paige, Ms. Carol Keil, Ms. Kelly Calder, Ms. Patty Taylor, Ms. Connie White, Ms. Della Person, Ms. Barbra Caris, Ms. Susan Rackley

After giving an update on some of the members of the committee who were absent, Mr. Goodwin presented the purpose of this meeting. This morning the committee members will be focusing on the BPR which has been awarded to First Data Government Solutions. Mr. Goodwin will be meeting later in the week with the Commissioner and the project managers, Dottie Wells and Buzz Cox, to identify resources necessary to move forward with the BPR. With a view to the possibility of a change in the State administration this fall, Mr. Goodwin would like to have the direction of this project solidified.

A handout was distributed containing copies of the latest draft of Goal 3, draft of the work plan, and a list of interim measures. Ms. Wells indicated that it will be possible for her office to provide information for the first interim measure, the percentage of applications for child day care that are processed in a timely manner. It was decided that the information for Measure 2, monthly number of cases divided by all workers that worked on those cases, could also be provided by the various managers of the systems, ADAPT, Child Care, OASIS. Information for Medicaid cases could be provided by Benefit Programs. After some discussion, it was decided that Measure 3, application disposed date compared to the date the check is posted, was not measurable for Medicaid Adults program, but information can be provided for the Families and Children program. Child Care Division can provide information regarding service date vs. payment date. Benefit Programs can provide the necessary information for the Energy Assistance Program. Measure 4, re-application statistics over a 60-day period, generated some discussion as to what exactly was being measured. It was suggested that a measure be done and then reviewed to see if this is a useful measure. A review of denial rates and denial vs. subsequently approved applications may also be helpful. Measure 5, average days between worker authorization and supervisor authorization, was reviewed. The question arose as to whether supervisor authorization was a standard practice State-wide for all Benefit Program workers or just for new workers. Mr. Storen will investigate to see how wide-spread this practice is before determining if it would be a worthwhile measure. Measure 6, rescinded and re-applied applications, is closely akin to Measure 4.

Mr. Goodwin announced that a work group will be formed to look at the information generated by these measures. At the next meeting, he hopes to have a demonstration to present how this information can be gathered.

Mr. Goodwin then tasked the committee members to review the updated action plan and forward their comments to him by next week. He would like to post the revised work plan on the web by the end of February, and hopes to include some metrics at that time.

Five proposals were submitted for the BPR – all acceptable. The work group to review the proposals consisted of Mr. Dana Paige, Mr. Morris Campbell, Mr. Duke Storen, and Ms. Dottie Wells. The field was narrowed to three, IBM, CGI/AMS, and First Data Concepts. The work group chose First Data Concepts feeling they provided a better quality product. The group also felt this company would have good interaction with staff from the local agencies, and the company maintained a current data base of best practices, which was also important.

Mr. Goodwin, Ms. Wells, and Mr. Cox will meet with the VLSSE on Thursday. First Data Government Solution will also be in attendance. They will be using the proposal from First Data Government Solutions to develop the contract within the next two weeks.

Local staff will be chosen to work on the BPR for 75 work days. Mr. Goodwin hopes to have this team in place by mid-February. VDSS will pay all travel costs for staff out of the Home Office area. A contract will be signed with a hotel to provide arrangements for these people. DMAS will decide if they want to send a representative to work on this project. The goal is to have the names, along with supervisor approval, by the end of this week. It is anticipated that 8 or 9 local staff, including one fiscal person and more workers than supervisors, will be on the team. Five or six State-level members will be chosen. First Data Concepts emphasized the need for line workers and supervisors. Ms. Wells will be included on the team.

At the request of some vendors, the deadline for submitting PPEA proposals has been extended to February 15. The CGI/AMS proposal is posted and it is expected that proposals will be received from IBM and EDS. These vendors know to include information on how to fund the PPEA in their proposals. Local agencies will then have 60 days to review. At that time, it will be determined which proposals will be pursued further. Federal funding for the PPEA is also being reviewed.

An update on the SPIDeR initiative was presented by Ms. Caris. SPIDeR is the application name for an inquiry enhancement tool. It interfaces with ADAPT, OASIS, and the Energy Assistance Program to see if an applicant is in any of these systems. Once a customer is identified, they are assigned a Master Customer ID which stays with the customer throughout their history with Social Services. A comprehensive profile of the customer's history can be retrieved from SPIDeR. Phase I of this tool is being tested and will be piloted in the Home Office this month. It will be piloted in local agencies next month. Phase II will be tested in March/April timeframe and will be expanded to include ADAPT, Child Support and SDX. Communication with DMV, VEC, and SSA

has begun to explore expanding the capabilities of SPIDeR. This tool will allow for demographic data to be stored in one location instead of having to query several systems.

Mr. Goodwin that another meeting would be held approximately three months into the BPR. At that time an update on the project would be presented by the Project Managers. An update on the PPEA process will also be given. Updates on the progress of the BPR will be posted on the website. A series of meetings throughout the State on the BPR will be held to receive input and to validate information.

There being no further business, the meeting adjourned.